To improve the Texas Crime Victims' Compensation (CVC) program's effectiveness and efficiency, the Crime Victim Services Division (CVSD) has been upgrading its technology with a robust new case management system. The new system is designed to achieve optimum value and desirable outcomes for all – the crime victims, their support systems, the advocates, and the service providers.

The first phase of the project, completed in early 2013 on time and under budget, introduced new technological planks and transformed the claims processes that previously relied on obsolete technology and aging hardware. The opening phase converted CVSD's outdated legacy document imaging system into a streamlined workflow system and preserved all existing claims documents.

During FY 2014-15, CVSD entered the second and third phases of the project to replace the mainframe and remote access system and integrate all the business functions onto a single, modern technology platform. Because the structure merged the previous system's word processing, case management and mainframe operations, CVSD's day-to-day claim operations worked within the project's developmental stages. CVC staff's ability to stay within the project's parameters through its production and implementation resulted in minimal downtime or impact on victims' claims. CVC staff transitioned smoothly to the new ICM system, using it to monitor standing CVC claims and resolve delays.

Upon successful completion of these phases, CVC will increase operational efficiency, consolidate systems, and increase opportunities for previously unavailable customer service innovations. For example, the upgrade will enable CVC to develop a notification system to communicate with victims via email and text messaging. Additionally, the system will include a Web portal to allow health care providers and advocates to check CVC claim statuses remotely – with limited information accessible in order to maintain victims' privacy.